



## UNITED STATES PATENT AND TRADEMARK OFFICE

FORM CD-260  
REV. 6-86  
DAO 202-335

### MERIT PROGRAM

Ann. No: **PTO-06-178MP**  
Issue Date: **06/07/06**  
Closing Date: **06/21/06**

# VACANCY ANNOUNCEMENT

#### TITLE, SERIES, AND GRADE

Information Technology Specialist  
(CUSTSPT)  
GS-2210-13  
Position is at the full performance level  
One or more positions may be filled  
Salary Range: \$77,353-\$100,554 per annum  
Work Schedule: Full-time  
Competitive Service  
NTEU 243 bargaining unit position

#### VACANCY LOCATION

Patent and Trademark Office  
Chief Information Officer (CIO)  
Customer Support  
Help Desk Services Division

#### AREA OF CONSIDERATION

USPTO Employees with Status;  
Current Federal Employees with Status;  
Reinstatement Eligibles;  
DOC Surplus, Displaced Employees in  
local commuting area; and VEOA

**This vacancy is also being announced as Vacancy Ann. No. PTO-06-179DE under Delegated Examining regulations. Please review that announcement to determine if you are eligible for consideration under Delegated Examining procedures. Note: Applicants must apply separately for each announcement to be considered under both vacancy announcements.**

#### DUTIES:

This position is located in the Office of the Chief Information Officer (OCIO), Office of Customer Support Services (OCSS), Help Services Division.

OCSS is the primary interface between the CIO and its customers for operational support issues. The office administers the Help Desk, provides desktop services, and disseminates IT-Related information to customers. The incumbent serves as the task manager for the USPTO Advanced Problem Resolution Team (APR) task order. He/she prepares technical specifications, statement of work, task orders, requirements initiatives, and other related documentation necessary to effectively obtain and manage the quality and adequacy of contractor-supported activities. Specifically, the incumbent performs the following functions:

- Provides technical direction and leadership in the management of the APR. This includes managing, directing, and monitoring activities of these services; identifying problems which may exist in the contractor agreements/task order; interfacing between contractor and customers to ensure satisfaction as specified in the Service Level Agreements.
- Develops project plans, operating plans, and supporting budgets for upcoming years; determines scope, methods, and resources requirements and schedules for all activities. Maintains clear awareness of budget limits to effectively balance contractor labor resources,
- Prepares technical specifications, statements of work, task orders, requirements initiatives and other acquisition related documentation necessary to effectively obtain and manage contractor supported activities, and acquisition of hardware required.
- Reviews system development life cycle management policies, procedures, and technical standards supporting USPTO software development activities.
- Trouble-shoots and identifies software and hardware probable problem causes.
- Serves as OCSS's technical expert on desktop hardware/software, Enterprise Remote Access (Telework) and related subjects. Provides technical advice/expert opinions, briefings, and justifications to the division manager and the office director on APR related subjects.

#### SUMMARY OF QUALIFICATION REQUIREMENTS:

Applicants must have had one year of specialized experience or equivalent to the next lower grade level in the Federal Service. Specialized experience is generally demonstrated by successful completion of assignments where the applicant analyzed a number of alternative approaches in the process of advising/managing major aspects of the planning and operations that go into servicing the desktop needs of an enterprise environment like the USPTO. Information technology refers to systems and services used in the automated acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, assurance, or reception of information. Information technology includes computers, network components, peripheral equipment, software, firmware, services, and related resources. Functions commonly performed by employees in the customer support specialty may include: 1) diagnosing and resolving problems in response to customer reported incidents; 2)

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researching, evaluating, and providing feedback on problematic trends and patterns in customer support requirements; 3) developing and maintaining problem tracking and resolution databases; 4) installing, configuring, troubleshooting, and maintaining desktop hardware and software; 5) developing and managing customer service performance requirements; 6) developing customer support policies, procedures, and standards; 7) providing customer training; 8) ensuring the rigorous application of information security/information assurance policies, principles, and practices in the delivery of customer support services. Status applicants considered under Merit Program Procedures are subject to time-in-grade requirements in accordance with 5 CFR 300.604. CTAP/ICTAP candidates will be determined to be well qualified if they score 90 or higher when rated against the crediting plan.

### EVALUATION OF QUALIFIED CANDIDATES:

will be on the basis of experience, training, awards, supervisory appraisals, and the following factors. **Failure to address each factor may have an impact upon your ranking.**

1. Experience developing and interpreting policies, procedures, and strategies which govern the planning and delivery of desktop services support to customers to include Telework environments.
2. Knowledge of project management methodologies and techniques and budgetary principles and practices.
3. Knowledge of automated information system development life cycles.
4. Ability to communicate in writing and orally with individuals and groups with diverse interests to accomplish program goals and objectives.

**SELECTIVE FACTOR:** Candidate must possess the following for consideration: Not Applicable

### HOW TO APPLY - SUBMIT THE FOLLOWING:

1. Candidates may submit a SF-171, Application for Federal Employment, an OF-612 or resume.
2. Most recent supervisory appraisal and a recent copy of a SF-50, Notification of Personnel Action (Status Candidates Only)
3. Vacancy announcement number, position title and grade level(s) you are applying for must be recorded on the application submitted. If the grade level is not indicated, candidates will be considered only at the highest grade for which qualified.
4. Statement of qualifications relating to the Selective Factor and each of the Ranking Factors.
5. CTAP candidates must apply for the vacancy, submit proof of eligibility for CTAP consideration, have a current performance rating of record of at least fully successful or the equivalent, and be within the Washington, D.C. Commuting area.

**FOR SPECIFIC INFORMATION CALL: PATRICIA MENDOZA (571) 272-5372 TDD# 1-800-828-1120 or Relay System**

For more employment opportunities visit our web site at [WWW.USPTO.GOV](http://WWW.USPTO.GOV)

### MAILING ADDRESS:

US Patent and Trademark Office  
Mail Stop 171  
Office of Human Resources  
P.O. Box 1450  
Alexandria, VA 22313-1450

### WHERE TO APPLY IN PERSON:

US Patent and Trademark Office  
Office of Human Resources  
Elizabeth Townhouse  
Customer Service Center, 1a79  
550 Elizabeth Lane  
Alexandria, VA 22314

### GENERAL INFORMATION

1. Applications mailed in Government franked envelopes will not be considered.
2. Applications submitted by telefax will not be considered.
3. Applications submitted by email will not be considered.
4. Applications submitted by mail with a postmark of on or before the closing date of this announcement will be considered only if received in the USPTO, Office of Human Resources, within five (5) working days of the closing date.
5. Applicants must meet all eligibility requirements by the closing date of the vacancy announcement.
6. Applicants must be citizens of the United States (or owe allegiance to the United States).
7. Applicants with disabilities, disabled veterans, or any other applicants eligible for non-competitive appointment under special appointing authorities not requiring competitive status should clearly specify their special eligibility on their application.
8. If selected, male applicants born after December 31, 1959, must confirm their selective service registration status. Certification forms are available at most Federal agency personnel offices or from the U.S. Office of Personnel Management.
9. Applications will not be returned to applicants.
10. Applicants will receive notification of the outcome of a vacancy announcement as soon as possible after a selection is made.
11. Qualification requirements in the vacancy announcement are based on OPM Qualifications Standards for General Schedule positions.
12. Privacy Act requirements (PL 93-579): the application forms prescribed are used to determine qualification for promotion, reassignment, or employment and are authorized under Title 5, U.S.C. sections 3302 and 3360.
13. Candidates outside of the USPTO who are referred for consideration will be required to complete the Declaration for Federal Employment, OF-306.
14. For any vacancy, employees of the Department of Commerce may be considered before other applicants.
15. Relocation expenses will not be covered.

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The United States Patent and Trademark Office will provide reasonable accommodations to applicants with disabilities. If a reasonable accommodation is needed for any part of the application process, please notify the human resources representative identified under the 'How To Apply' section of this announcement. Decisions on reasonable accommodation will be made on a case-by-case basis.



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### VACANCY ANNOUNCEMENT SUPPLEMENTAL INFORMATION

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ALL QUALIFIED APPLICANTS WILL BE CONSIDERED REGARDLESS OF AGE, RACE COLOR, SEX, CREED, NATIONAL ORIGIN, LAWFUL POLITICAL AFFILIATION, NON-DISQUALIFYING HANDICAP, MARITAL STATUS, SEXUAL ORIENTATION, AFFILIATION WITH AN EMPLOYEE ORGANIZATION, OR OTHER NON-MERIT FACTOR.

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#### **REGARDLESS OF WHICH APPLICATION FORM/FORMAT IS USED, APPLICANTS SHOULD ADDRESS THE FOLLOWING:**

- 1. The announcement number, title and grade of the position for which you are applying.**
- 2. Personal information**
  - a. Full name, mailing address (including ZIP Code), home and work telephone numbers (including area codes)
  - b. Social security number
  - c. Country of citizenship
  - d. Veteran's preference: If you wish to claim 5-point veterans preference or if you are applying under the Veterans Readjustment Appointment provisions, you must include dates of military service and a copy of each Certificate of Release or Discharge from Active Duty, DD-214. If you are claiming 10-point veterans preference, you must also include SF-15 and the appropriate proof required by that form.
  - e. Competitive status: if you are a current or former Federal employee, and if the announcement is open to status applicants only or if you wish to be considered as a status applicant, you must submit a copy of your SF-50, Notification of Personnel Action, which shows you have status.
  - f. Veterans who are preference eligible or who have been separated from the armed forces with honorable conditions after 3 years or more of continuous active service may apply. (Under merit promotion procedures.)
  - g. Highest federal civilian grade held, including job series and dates held.
- 3. Education**
  - a. High school - name, city, state and ZIP Code (if known) and date you received diploma or GED.
  - b. Colleges and universities - name, city, state and ZIP Code (if known), majors(s), type(s) of degree(s) received and date(s) received. If you did not receive a degree, show total credits earned and indicate whether semester or quarter hours. Submit copies of undergraduate and/or graduate transcripts if the announcement specifies minimum education requirements, if you are qualifying based on allowable substitution of education for experience or if you are qualifying based on Superior Academic Achievement (see the announcement for details).
- 4. Job-Related Work Experience (Paid and Non paid)**
  - a. Job title (include series and grade if Federal)
  - b. Duties and accomplishments
  - c. Employer's name and address
  - d. Supervisor's name and telephone number
  - e. Starting and ending dates (month and year)
  - f. Hours per week,
  - g. Salary
  - h. Indicate if we may contact your current supervisor.
- 5. Other Qualifications**
  - a. Job-related training courses (title and year)
  - b. Job-related skills (i.e., other languages, computer hardware/software, tools machinery, etc.)
  - c. Typing and/or stenography speed
  - d. Job-related certificates and licenses (current only). Do not send copies unless required in the announcement
  - e. Job-related honors, awards and special accomplishments (i.e., publications, memberships in professional or honor societies, leadership activities, public speaking, performance awards, etc) Give dates but not send documents unless requested.